

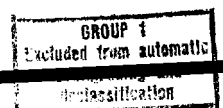
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Approved For Release 2001/08/07 : CIA-RDP80-01826R000200030007-4

ANNUAL REPORT
BENEFITS AND COUNSELING BRANCH
BENEFITS AND SERVICES DIVISION
OFFICE OF PERSONNEL

Approved For Release 2001/08/07 : CIA-RDP80-01826R000200030007-4

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SECTION I

MAJOR ACCOMPLISHMENTS AND SIGNIFICANT DEVELOPMENTS

1 JULY 1963 - 30 JUNE 1964

Included in this report is a statistical summary which, when studied with the narrative comments, will reveal a heavier workload than in previous years and a continuation of the high level of activity attained by the Branch in other reporting periods.

It should be noted at the outset that the number of man-hours devoted to Branch programs cannot be measured entirely by the statistical reporting of cases handled. Within each activity, cases will require a varying degree of time and effort. For example, some death cases require extensive after-hours activity, frequent contacts with the next of kin, liaison within the Agency and with other Federal agencies, and often with private attorneys; others may require little activity of this type. While some cases can be processed in a few weeks, others often require months of continued effort. The same is true with respect to medical claims, retirement, and our other programs.

General Comments

25X9 The Benefits and Counseling Branch, Benefits and Services Division, has [REDACTED] employees assigned to its staff: the Branch Chief, Deputy Branch Chief, nine Technicians and six clerical employees.

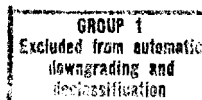
The Branch is responsible for many and varied programs, some of which are required by Statute, while others are services rendered to and for Agency personnel. These programs are:

Statutory Programs

1. Federal Employees' Compensation Act
2. Overseas Medical Benefits for Employees and Dependents
3. Federal Employees' Group Life Insurance
4. Civil Service Retirement

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Services

1. Casualty Assistance Program
2. Exit Processing
3. Personal Affairs Counseling
4. Assistance on Problems of Former Employees
5. Blood Donor Program
6. Income Tax Assistance
7. Absentee Voter Assistance
8. Religious Services
9. PSAS Support
10. Welfare Assistance Board Support
11. Bulletin Boards
12. Car Pool Locator
13. Vital Papers Program

A careful review of the statistical data portion of this report will show an increase of more than 10% in the overall workload of the Branch for FY 1964 over FY 1963. This increase in workload was handled without an increase in personnel and in spite of extremely crowded and bad working conditions for the first half of the year. Also during this period, four of the Technicians and the Branch Chief were newly assigned to the Branch replacing experienced personnel who retired or were re-assigned by the Career Service Board. This required considerable training time by senior staff members and a period of orientation before the new personnel reached an adequate production level.

Casualty Program

1. This program was unusually active during FY 1964 for two reasons: (1) there were 42 deaths of Agency personnel: 39 Staff Employees, two Contract Employees, and one Career Agent; and (2) several were unusually complicated. The established procedures have proved adequate to take care of the varied individual problems that developed in each case.

2. As in past years, heart conditions continued to be the leading cause of death. Of the 42 deaths, fifteen were the result of heart conditions, ten were accidental, seven resulted from cancer, and there were ten deaths from varying causes. The latter category included suicide, kidney failure, cerebral hemorrhage, ulcer complications, Hodgkin's disease, and pulmonary embolism. The average age of the employees who died was 44.7 years.

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The table below gives the deaths by age group.

EMPLOYEE DEATHS - FY 1964
(By Age Group)

AGES	NO. OF DEATHS	AGES	NO. OF DEATHS
20-25	4	46-50	2
26-30	4	51-55	9
31-35	4	56-60	8
36-40	1	61-63	2
41-45	8	Total	<u>42</u>

3. There were six deaths of dependents of Agency employees overseas which required some action by the Branch. Deaths of dependents of domestic Agency employees are not reported routinely to the Branch.

Retirement Program

1. The Branch activity in the retirement field has again shown a marked increase over past years, and will continue to increase in the coming years as more Agency personnel will enter the retirement eligibility zone. The Senior Retirement Technician retired in April 1964 and as a result, many manhours have been required in training new personnel to handle the increased workload in this program. The Retirement Technicians conducted [REDACTED] interviews during FY 1964, a 10% increase over the 1874 conducted in FY 1963.

2. The number of retirement applications processed increased from 131 to 142 for this period. Of the total of 142, 82 were optional retirement, 46 were for disability retirement, 9 were for discontinued service, and 5 were mandatory.

4. The new procedures implemented last year for handling the processing of retirement records have proved adequate.

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Federal Employees' Group Life Insurance

As shown in the statistical report, there were 35 death claims during this period for a total of \$412,000. There were 149 Waivers of FEGLI processed and 45 persons requested that their insurance be re-instated.

Overseas Medical Claims

1. There has been a marked increase of [REDACTED] cases in the number of overseas medical claims in this reporting period. This is accounted for by the fact that the cost of treatment in military hospitals increased from \$5 to \$39 a day. Prior to this increase, many dependent claims amounted to \$35 or less and were referred to the Insurance Branch for processing since the dependent program does not cover the first \$35. Since these new rates were effective only for the last half of the reporting period, it is anticipated there will be a further increase in the number of cases for Fiscal Year 1965.

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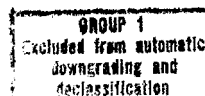
2. Because of the increased military rates as well as the broadening of the overseas program to include more out-patient expenses, the cost of the programs increased from \$79,000 to \$111,153.97 or over 40%. This increase made it necessary to request additional funds in the amount of \$23,000 during the last quarter of Fiscal Year 1964.

3. After conferences with the Office of General Counsel, it has been determined that employees may be reimbursed for medical expenses incurred after reporting PCS to duty if otherwise eligible under the Overseas Hospitalization Program. The Branch Chief has met with members of the Medical Staff to determine the length of time the benefits of the program will be available after the employee's return to duty, and in the near future, a decision will be made. This extension of the program will undoubtedly increase the cost of the program as well as the number of claims. This change in the employee program rectifies a situation which has caused dissatisfaction, confusion and financial hardship for employees who, through no fault of their own, reported for duty prior to determination that hospitalization was required for a condition which occurred abroad.

4. The handbooks and regulations for the overseas programs [REDACTED] have been revised to bring them up to date. They are still in coordination but when finally issued,

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they should facilitate the processing of all types of claims since more detailed information is given. In addition, the revised handbooks should eliminate the necessity for writing lengthy explanatory dispatches.

5. As the statistical report shows, the total number of overseas medical claims processed was 448, which included 280 dependent and 168 employee claims.

Federal Employees' Compensation Act Claims

1. The training course for Branch technicians covering all phases of processing claims under the Federal Employees' Compensation Act was not held within the reporting period. It is hoped that it can be arranged during the coming year.

2. There has been an increase in the number of BEC claims this year over that of the previous year. It is felt that this increase may be accounted for by the continuing efforts by Branch representatives to advise Headquarters employees as well as support personnel going to the field of the various statutory benefits available. Also station personnel at [REDACTED] were briefed by Branch representatives on this as well as other BCB programs.

3. Five hundred seventy-four claims were filed under the Federal Employees' Compensation Act. Of this number, 174 were processed with the Bureau of Employees' Compensation.

Counseling

1. As may be noted in the statistics below, the counseling activity for the Fiscal Year 1964 has continued at what might be described as a moderate rate in view of the lack of the open publicity about the counseling service. Although actual statistics weren't compiled, a definite impression has been created that many of those seeking counseling assistance did so by (1) noting the existence of the counseling function in the phone book and (2) asking their supervisor where they might discuss personal problems. This impression suggests that the need definitely exists for the development of a greater counseling capability, particularly if the counseling, as a specific service, were to be highly publicized and subsequently accepted by the Agency population as a whole. In this regard, it may be noted that among the various types of counseling performed the frequency

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of the personal counseling was the greatest.

2. During this Fiscal Year, there were 97 counseling cases that involved 142 counseling sessions. These cases fell into four major categories:

<u>TYPE</u>	<u>NO. OF CASES</u>
Personal Problems	41
Financial Problems	24
Job Related Problems	19
PSAS Requests	13

In addition, there were 150 debt complaints on 87 Agency personnel, 48 of whom were first offenders. It should be noted that 22 of the individuals involved resigned or were terminated during the year.

Welfare Assistance Board

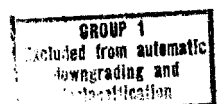
1. The Welfare Assistance Board (WAB) approved 19 loans totaling \$1,830.00 for the Fiscal Year 1964.

2. The WAB continues to render assistance to employees who need a relatively small sum to extricate themselves from a momentarily difficult financial problem. The vast majority of the loans approved for the past Fiscal Year were for the purpose of replacing salary checks that had either been delayed in their being issued or which had been lost. A sizeable portion of the income of WAB has been absorbed by the Employee Activities Association; e.g., since the Activities Association expanded its program, it has absorbed $73\frac{1}{2}\%$ of the WAB income during this Fiscal Year. However, it is anticipated that the Employee Activities Association will be able to develop other sources of income so that the Welfare Assistance Board can maintain a cash balance sufficient for its needs. This presupposes that the number of loans approved by the Welfare Board will remain about the same for each fiscal year, and that grants to employees and uncollectable loans will not increase significantly.

Savings Bond Program

1. For the third consecutive year, keymen were used during the Agency's 1964 Savings Bond Campaign which was conducted 11-22 May 1964. The promotion included the following:

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- a. Promotional leaflets distributed to all vouchered personnel with pay checks on 8 May 1964
- b. Posters displayed on bulletin boards during the drive period
- c. Briefing of approximately [REDACTED] keyman-canvassers in the Agency auditorium
- d. At the time of the briefing, a promotional movie, obtained from the Treasury Department, Savings Bond Division, was shown.

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2. Results of the year-long program and two-week campaign are shown below:

<u>Bond Sales</u>	<u>FY 1964</u>	<u>FY 1963</u>	<u>Net Gain</u> <u>Number</u>	<u>Percentage</u>
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a. No. of Bonds Sold

b. Maturity Value	\$1,976,825	\$1,702,475	\$274,350	16.1%
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<u>Payroll Savers</u> <u>at Year End</u>	<u>FY 1964</u>	<u>FY 1963</u>	<u>Net Gain</u> <u>Number</u>	<u>Percentage</u>
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Vouchered

Confidential Funds

Total

Blood Donor Program

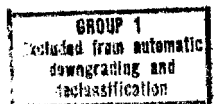
1. The Red Cross Bloodmobile first came to Headquarters in January 1963, and since that time it has made monthly visits as a part of the Agency Blood Donor Program. Employees at [REDACTED] have been participating in the Blood Donor Program at the Alexandria Red Cross Chapter House every other month since March 1963. NPIC employees participate in the Navy Department Bloodmobile once each quarter. Their first donor day was in May 1963.

2. The table below shows that there has been a steady increase since the Bloodmobile first came to Headquarters in January 1963.

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	<u>FY 1964</u>	<u>FY 1963</u>	<u>FY 1962</u>
25X9	No. of Pints Collected	[REDACTED]	

Blood replacements have increased slightly from last year with 151 pints replaced in FY 1964 as compared to 135 pints in FY 1963.

3. The Branch arranged a program in the Agency auditorium where the DDCI presented 19 employees with Red Cross pins for having donated three or more gallons of blood. The total number of employees donating more than a gallon of blood now is 412.

Exit Processing

1. This activity has been unusually active during this reporting period, and as with the other BCB programs this one has shown an approximate increase of 10% over last year.

25X1A 2. In November 1963, a new handbook on exit processing was published, [REDACTED] which changed the procedure for processing separating employees. After a few weeks of operating under these new procedures, it became obvious that certain changes were necessary. Accordingly, a revision of the handbook has been prepared and is now being coordinated by the Plans and Review Staff. Also, plans have been made for an "Exit Processing Center" where separating employees will obtain the necessary clearances on their last day without having to go to the many offices requiring clearances. It is hoped that with the implementation of the new handbook and the establishment of the "Exit Processing Center" the actual processing of separating employees will be simplified and less time will be required.

3. The statistics for this program will be found in the statistical data portion of this report.

Miscellaneous

1. The Branch Chief and two senior staff members briefed [REDACTED] on the various BCB programs with particular emphasis on the Statutory Programs. These briefings have proved well worth the expense and time in that the cases submitted [REDACTED] since that time have been more complete and have required little additional information or clarification.

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25X9 2. Arrangements were made for religious services at Christmas and during the Lenten season. Services were conducted on each Wednesday during Lent in the Agency auditorium, with [] persons attending the Catholic Service and [] persons attending the Protestant Service. Passover Services were also held with 52 persons attending.

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3. A decentralized income tax service was repeated for the second year; 48 students representing Support Offices throughout the Agency attended a 2-day course conducted by IRS and sponsored by BCB. These personnel were able to furnish assistance as requested. BCB also acted as a central control point for forms, both State and Federal, and for difficult and unusual questions.

4. The two Agency bulletin boards are serviced by BCB and during this reporting period, 1976 notices were posted, averaging 38 per week.

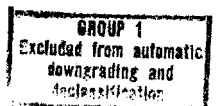
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5. The Branch also furnished Notary Public services. There were a total of [] notarial transactions in the year. This included special services to the DCI, DDCI, and Executive Director.

6. In July 1963, a Car Pool Locator was set up in J corridor on the first floor near the Credit Union. Since that time, many Agency personnel have used this to assist them in arranging car pools or transportation to and from work.

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SECTION II

PLANS FOR FISCAL YEAR 1965

1. It is hoped that the plans for an "Exit Processing Center" will be implemented during the coming year. Plans for the physical arrangement of such a center have been given to the Space Allocation Branch, Office of Logistics. The revised handbook and clearance form are now being coordinated and should be available for use early in FY 1965.

2. Should the Agency's proposed Retirement Legislation pass the Congress, it will have a major impact on the Branch in that the number of retiree interviews and actual retirement cases will be greatly increased.

3. As a result of a specific proposal solicited by the Inspector General's Staff, relative to the implementation of a centralized counseling service, it is hoped that a more effective counseling program can be realized.

4. Plans for a training course for Branch Technicians covering all phases of processing claims under the Federal Employees' Compensation Act to be conducted by the Bureau of Employees' Compensation, Department of Labor, have been formulated and we expect that the course will be conducted in the fall of 1964.

5. It is hoped that a representative of BCB together with a representative of the Insurance Branch will make a trip to acquaint the support personnel in foreign stations of the programs of the Benefits and Counseling Branch. In this connection, it is also proposed that a program to advise support personnel in the area Divisions of the BCB activities in order that personnel departing for overseas assignments will be aware of the various programs and benefits available to them as Agency employees.

6. In order to identify the problems incident to Employee Emergencies, meetings will be held during this reporting period with the Employee Emergency Officers to find what the problems are and suggest improved procedures in these type cases.

7. The Headquarters Employee Bulletin has proved most

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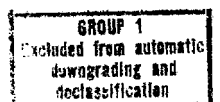
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useful in disseminating information on Branch activities to Agency employees. It is planned to utilize this mechanism more during the coming months to keep Agency employees informed of new or changing programs.

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SECTION III

PLANS FOR FISCAL YEAR 1966

At this time, we are anticipating no major program changes for Fiscal Year 1966.

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